

TITLE OF GROUP OF CLASSES: BILINGUAL HEALTH REPRESENTATIVE

TITLE OF CLASSES IN GROUP:

Class Code:

(SPANISH)	02794201
(PORTUGUESE)	02794202
(CAMBODIAN)	02794203
(HMONG)	02794204
(LAO)	02794205
(THAI)	02794206
(VIETNAMESE)	02794207

Pay Grade: 20A

EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To interpret the language specified in the title in written and spoken form in order to provide a bilingual capacity for a variety of programs and services; to interview, advise and assist applicants, clients or others for evaluation and determination of special needs; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior in accordance with clearly defined policies and procedures; work is occasionally reviewed in process and always upon completion for conformance to instructions, techniques, rules, regulations and for results attained.

SUPERVISION EXERCISED: Generally none, but on occasion may supervise other subordinates assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To interpret the language specified in the title in written and spoken form in order to provide a bilingual capacity for a variety of programs and services.

To interview, advise and assist applicants, clients or others for evaluation and determination of special needs.

To provide interpreting outreach services to divisions and sections within the department which provide health and social services to refugees with special health needs.

As required, to conduct home visits, interviews and/or inspections for the purpose of detection, prevention and control of infections and non-infectious diseases including acquired immune deficiency syndrome (AIDS), sexually transmitted diseases (STD's), tuberculosis, diabetes, breast cancer, general epidemiology, childhood immunization, childhood lead poisoning, Thalessemia and other genetic disorders.

To advise and assist in the coordination of health care and social services in order to reduce existing barriers to care.

To translate in order to facilitate counseling and education on medical procedures, terms and protocols and to assist clients in filling out forms requests and applications.

To conduct needs assessment interviews with non-English speaking persons in order to seek out target populations in need of services.

To develop and maintain a list of bilingual, language-specific health care providers and to make referrals as appropriate.

To develop demographic data on neighborhoods where English is spoken as a second language.

To assist in conducting home visits for education and outreach purposes.

To develop strategies for increasing public awareness regarding Western health care practices and available services.

To provide interpreter services to medical clinics sponsored or supported by the Health Department.
To handle initial telephone and office contacts and to schedule appointments or make proper referrals.
To assist in the interpretation of agency programs to groups or communities who speak the specified language.
To assist in conducting public health education and information programs.
To establish and maintain effective liaison between the department and the specified community.
To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: The ability to interpret and translate the specified language in the title into written and spoken English and to interpret English into the written and spoken forms of the specified language; a familiarity with the culture and customs of the groups and communities using the language specified in the title; the ability to relate to and understand the problems of non-English speaking persons and groups; the ability to establish and maintain effective working relationships with the general public and agency personnel; a familiarity with the health and social services available to the public; a working knowledge of basic principles, practices and techniques of health promotion/disease prevention; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment in a position dealing with a language specified group involving a health care or social service program which focused on interviewing, advising and assisting clients.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: July 3, 1988

Editorial Review: 3/15/03